

Community Service Officers Training

June 26, 2019



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City of Seattle

Presentation Overview

1. CSO Job Focus
2. CSO Structure
3. Uniforms
4. Training
5. Qualifications
6. Work Shifts/Hours
7. CSO Vehicles
8. Next Steps



What's Happening

The two years of continuous feedback made it clear the direction the CSO program should take.

The CSO program will consist of three main components:

- Community Engagement and Education
- System Navigators
- Youth Services and Diversion

Community Engagement & Education

- Strengthen relationships and partnerships between the community and the department by planning community engagement events
- CSOs would be deployed on a short-term basis to assist or advise on specific community projects
- Facilitate bi-directional communication by facilitating dialogues between police officers and community members
- Hosting educational workshops that could address issues that affect the well-being of the community



System Navigators

- CSOs work closely with dispatchers, police officers, parking enforcement officers, crime prevention personnel and various social service agencies to coordinate police and social services and exchange information
- Provide follow-up on calls for non-criminal emergency services (e.g., food, housing, transportation and social services)
- Mediate non-violent disputes (e.g., family neighborhood and landlord/tenant)

Youth Services & Diversion

- Build trust between officers and young people by developing youth programming,
- Identify trauma informed services for youth involved in the criminal justice system
- Engage with gang and youth violence prevention programs that support restorative practices to reduce incarceration

Youth Services & Diversion

- Facilitate conflict resolution to reduce school suspension or suspension of other services
- Identify social service referrals for youth

CSO Structure

- 10 Community Service Officers
- 2 Community Service Officer Supervisors
- CSO Officers and Supervisors report to SPD Sergeant
- CSO Program operates under the Collaborative Policing Bureau

CSO Uniforms

- CSO's are outfitted with a Utility Pant/BDU and Polo
- CSO's will be clearly marked with a CSO Patch
- CSO colors will be distinguished from SPD sworn personnel
- Other considerations; personal protective equipment (ballistic vests, etc.)

CSO Training

To ensure CSOs have the skills necessary to provide these services they will be trained in:

- Police operations
- Social Work
- De-Escalation
- Conflict Resolution and Mediation
- Crisis Intervention, and
- Institutional Racism and cultural competency

CSO Desired Qualifications

- Community Engagement Experience
- Secondary language skills
- Experience with Mental Health and Crisis Resolution

CSO Work Shifts

- Staggered shifts for weekend coverage and evenings
- Mon-Fri and Tue-Sat 1030-1900 1200-2030
- Shifts are subject to change as the program is developed and based on department needs

CSO Vehicles

Working with Fleets to identify a sufficient number of vehicles



What's Next

- Moving forward with the CSO's initial plan
- Vetted by Teamsters 117
- PDQ Approved
- Job Description completed
- Request to lift Council CSO proviso

Questions?

